

Community Safety Strategy 2018/21



Working Together to Make Stevenage Safer

Community Safety Strategy
2018-21

DRAFT



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Foreword

I am pleased to present SoSafe's Community Safety Strategy for 2018/20. It outlines some of our successes, our priorities over the next three years and the actions we will take to address them.

Stevenage is a co-operative council that prides itself on collaborative working with partners and the community. SoSafe will continue to address the issues the residents, visitors and those that work in our town see as a priority, by involving you in the decision making and by consulting with you.

In future years, as in the past three years, our priorities are what the people of the town have told us they want to see us focusing on, including tackling crime such as domestic abuse and crime associated with drugs and alcohol.

The town is rapidly changing and is a growing, exciting, vibrant place with planned regeneration that is attractive to new businesses and new homes. Our population is growing and the town has a broad cross-section of people who have chosen Stevenage to live and work in. Stevenage continues to be a safe place to live and work, with lower the lowest dwelling burglaries in the County. There will naturally be peaks in crime and anti-social behaviour and we are aware that people in certain parts of the town feel troubled by youth nuisance and are concerned about going out after dark. SoSafe will work to address these issues and involve the communities in order to solve these problems.

There continues to be unprecedented pressures on public sector funding. This strategy will ensure that as a co-operative council we are utilising all available resources in the most effective manner to achieve value for money. SoSafe is committed to building on progress made in recent years, and will continue to drive down crime and disorder in Stevenage. Our partnership is unique, and encourages other partners to be part of SoSafe which is passionate about its people, the town, and creating safe environments for our communities.

Our aim for this strategy is to build safer, stronger and more confident communities. We will do this by decreasing crime and improving community safety. Over the following pages, we have captured actions that we have already completed, are doing, and will do in order to achieve this. I hope that by reading this strategy, you will see how SoSafe is working towards this aim for the benefit of all who live, shop and work in the town.

Scott Crudgington, Chair of SoSafe

Councillor Jackie Hollywell, Executive Member for Safer Communities

Introduction to SoSafe

SoSafe (Stevenage Community Safety Partnership (CSP)) is a strategic partnership, working to reduce crime and offending in accordance with the Crime and Disorder Act 1998. It is made up of the following organisations:

- Stevenage Borough Council (SBC)
- Hertfordshire Constabulary
- BeNCH Community Rehabilitation Company (CRC) (formerly Hertfordshire Probation)
- East and North Herts Clinical Commissioning Group (E&NH CCG)
- Hertfordshire County Council (HCC)
- Hertfordshire Fire and Rescue Service (HFRS).

SoSafe is made up of key agencies that each bring their own unique specialism to the partnership. By working collaboratively with partners and our local communities, we have been able to make significant changes to the lives of those people who need support, guidance and advice, whilst tackling crime, disorder and antisocial behaviour.

This strategy provides a framework for the many activities and initiatives that the partnership deliver to improve community safety and community confidence in the town. Following consultation with members of the public and partners, this strategy identifies the priorities that SoSafe will focus on over the next three years.

Alongside the strategy, a detailed action plan is produced each year, which shows how SoSafe will achieve its aim and objectives. It contains specific targets and is monitored, updated and reviewed regularly.

The Community Safety Strategy has been developed with due regard to the following:

- Public Consultation
- National Developments and Changes to Legislation
- Hertfordshire Police and Crime Commissioner (PCC) plan *Everybody's Business*
- Annual Strategic Assessment for Stevenage 201/17
- County Community Safety Unit (CCSU) domestic abuse strategy and the Stevenage Against Domestic Abuse Strategy
- CCSU drugs and alcohol strategy
- National Probation Service Reducing Offending Strategy
- Historical and Current Crime Data.
- Residents Survey.

SoSafe could not achieve its objectives without help from the public. It is the duty of *all* citizens to play their part in making their communities safer. People can contribute by reporting crime and disorder, supporting criminal justice agencies, and by taking responsibility for their personal safety and the safety of others.

For ideas on other ways to get involved, please visit our website: <http://www.stevenage.gov.uk/about-stevenage/so-safe/>





Stevenage Community Safety Partnership



Findings from Stevenage Borough Council 2017 Residents Survey

Almost 9 in 10 (88%) residents feel safe when outside in their local area during the day, and more than half of residents (52%) say that they feel very or fairly safe when outside in their local area after dark. Both of these figures, while still below the national average, are 5 percentage points higher than in 2015 – a statistically significant increase.

Residents who said that they felt very or fairly unsafe outside in their local area were presented with a list of potential issues and asked to select the issue that concerns them the most. Almost 9 in 10 (87%) residents selected 'Youths causing crime/disruption'.

Residents were then asked to rank their top three most important priorities from the previous list from 1 to 3, with 1 being the most important, 2 the second most important and 3 the third most important. A rank analysis of responses show that the top three priorities of Stevenage residents are:

1. A regenerated Town Centre and leisure park
2. A range of housing including affordable housing to buy or rent, and
3. Reducing current levels of crime and anti-social behaviour.

In 2015, the top three priorities of residents were very similar, although ordered differently:

1. Tackling crime and anti-social behaviour
2. A regenerated town centre, and
3. A range of housing including affordable housing to buy or rent.

These findings together with talking to residents and visitors to the town at our various events have helped us to determine what our SoSafe Aims and objectives are for the next three years.

Differences between 2015/17 and 2018/20 strategies

In comparison to the community safety strategy of 2015/18, the SoSafe aims have changed to improve our co-operative working with partner agencies and the community. As a partnership we want to empower the community to get involved and learn more about the actual levels of anti-social behaviour and crime in Stevenage, and give them the chance to get involved and be a part of the SoSafe partnership. The aim for the 2018/20 strategy is to change people's perception of youth crime and inform the community including schools and businesses what the facts are regarding crime and disorder, in comparison the 2015/18 strategy stated we wanted to help people feel safe at home, and while this is true we aim to involve members of the community and help them to feel safer in the town, especially after dark.

The 2018/20 strategy aims to protect and safeguard vulnerable people, including support for those who have experienced domestic abuse, but also our work to protect children and older vulnerable people. This has changed from the 2015/18 Strategy where the aim was to provide a coordinated response to domestic abuse. Through this work we have learnt that survivors of domestic abuse are key to the shaping the service, we need to ensure we continue to give them a voice. The multiple needs working group takes a coordinated approach to safeguarding clients, including those that would normally not be supported and the award winning Stevenage Against Domestic Abuse strives to deliver and share best practices.

Unlike the 2015/18 strategy, we aim to tackle anti-social behaviour co-operatively with partners, rather than the community alone. This will give us the ability to communicate with partners, problem solve with the community, share important information, and act early to prevent crime and disorder. The aim is to have positive activities to divert attention away from hotspot areas. By using our community safety ambassadors we will be able to look at problematic areas and find new ideas that will help reduce levels of youth crime. Since August 2016 we have been using the Public Space Protection Order to allow us to educate those causing anti -social behaviour and nuisance and where appropriate take proportionate enforcement action.

The aim for the next two years is to continue to offer support to break the cycle of substance misuse and offending. The No More Service offers 1 to 1 support to motivate clients to break the cycle themselves; resulting in a reduction of harm that substance misuse has on both the individual and the community. This is similar to the 2015/18 strategy however the aim is to work with clients to help them realise the impact that substance misuse and offending has on them as well as the community. By working co-operatively with clients, partners and the community we can make a real impact to the lives of those who have been affected by alcohol, drugs or offending.

SoSafe Aims

We have established two overarching aims for the 2015/18 strategy:

- **Building Resilient Communities**
- **Working co-operatively with communities to help reduce fear of crime and Anti-Social Behaviour**

SoSafe Objectives

Within SoSafe's overarching aims, we have established five key objectives:

1. Helping to make People feel Safe
2. Reduce crime and Disorder including Criminal Damage
3. Protect and Safeguard Vulnerable People
4. Tackle antisocial behaviour (ASB) Co-operatively with partners
5. Break the cycle of substance misuse and offending.



Monitoring and measuring our performance

The SoSafe Action plan and the commitment of the partners including volunteers is the key to delivering this strategy. As a co-operative council we are aware that we can achieve more by working together to deliver all of the activities that ensures SoSafe achieves its objectives and delivers the needs of the town.

The SoSafe partnership has to rely on existing resources and making additional funding applications.

Below is a list of Successful External Funding Bids:

Date Received	Monetary Value and who is delivering the project	How the Funding is used
February 2017	£107,000 (Stevenage Against Domestic Abuse)	A domestic Abuse Safe Space in Stevenage
April 2017	£3,000 (Community Safety & SoSafe partners)	Community Reassurance
October 2017	£3,000 (Community Safety)	Community Safety Ambassadors Program
January 2018	£10,000 (Stevenage Against Domestic Abuse)	Traveller Engagement Project
January 2018	£1,000 (No More Service)	The No More Service Allotment
March 2018	£9,000 (Community Safety Fly Tipping Task Force)	To tackle fly tipping in the town

How we will measure performance

Performance indicators are agreed annually and reflect the agreed priorities and outcomes whilst taking into account the views of our customers from their engagement with us. We will set SMART (specific, measurable, achievable, realistic, and timely), challenging targets and measure these four times a year to check that we are making progress, and report on the progress at out four weekly JAG (Joint Action Group) meetings with partners.

How we will monitor performance

To understand crime and associated disorder the partnership need to work together to address the underlying problems, effective crime reduction relies on the partnership working with our communities and listen to what and where our problems are. This helps us to direct partnership resources efficiently and effectively, to deliver services in the right place at the right time.

Crime trends are monitored regularly, and performance against our targets is reported to the Responsible Authorities Group (RAG). This group includes SoSafe's most senior managers and the elected councillor with responsibility for community safety. Additionally, elected councillors sit on a scrutiny committee which challenges SoSafe's performance. Hertfordshire's PCC is the public's elected representative for policing matters. As such, the PCC maintains strong links with the county's CSPs.

Objective One – Helping to make People feel Safe

What will we do?

A key focus in this strategy is engagement with Communities and groups who sometimes don't have the opportunity to get involved. Engagement will take place across the town at events and in other ways, including our different customer forums, residents meetings, through our partner agencies, surveys, social media, street meets and surgeries.

Crime and anti-social behaviour (which includes youth nuisance) remains one of the most widely perceived problems across Stevenage, although youth nuisance only made up 20% of the reported crime/ASB in the town for period July – September 2017, which incorporates the summer months, the perception is that the problem is a lot higher. With the help of our partner agencies, we want to keep people informed about the actual statistics relating to crime and ASB and address their perceptions. In a recent residents survey, members of the public were asked to rank their top three priorities for the town, one being the most important to three being the third most important. The public placed reducing current levels of crime and anti-social behaviour as the third most important. This being a massive change from the 2015 survey where tackling crime and anti-social behaviour was the most important priority.

We will target those areas that have told us that they have concerns for their safety we will engage with the community and the local businesses to change the perceptions regarding feeling secure when they are out and about in Stevenage. High visibility policing and co-operative working in neighbourhood centres, will continue and key operations such as Operation Night Owl, PSPO events and Street Meets will be promoting feeling safe at night.

To help with this, SoSafe is piloting a new programme for enthusiastic individuals to become Community Safety Ambassadors for Stevenage. The programme will provide a new and unique opportunity for young people to act as 'ambassadors' by delivering key community safety messages in Stevenage, whilst gaining valuable training and experience with a variety of agencies who work together to keep Stevenage safe. As an ambassador, successful applicants will be given the opportunity to:

- Take part in community safety, crime prevention and awareness projects
- Gain experience and training on a wide range of community safety issues
- Gain valuable work experience with a variety of public sector agencies
- Develop knowledge of how local services work together to keep the public safe
- Develop professional networks and enhance CV and employability skills

We will monitor our performance using these measures:

- perception surveys about the perception of crime and ASB
- feedback from Silver Street Meets, Operation Night Owl and other community engagement events
- Reaching different communities and groups of people for their views
- Raise awareness of success through our partnership.



What have we been doing?

<p>Community Engagement Events</p> <p>The partnership holds a number of events in and around the town including stalls in the town centre. We have held many engagement events to get people’s views including;</p> <ul style="list-style-type: none"> • Personal Safety Events • Neighbourhood Watch • Operational Night Owl 	<p>Street meets and surveys</p> <p>As a partnership we organise regular multi-agency street meets in the community. Surveys with members of the community take place on a regular basis. Neighbourhood surveys help the partnership to understand the priorities of our customers;</p> <ul style="list-style-type: none"> • Silver Street Meets • Satisfaction Surveys • Neighbourhood Surveys • Public Spaces Protection Order (PSPO) 	<p>Customer Forums</p> <p>The partnership is actively encourages local residents to get involved to help shape our services;</p> <ul style="list-style-type: none"> • Stevenage Against Domestic Abuse (SADA) D A Forum • Anti-Social Behaviour(ASB) Forum • Residents Meetings • Resident Inspectors/volunteers
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From January 2017 to December 2017, we have carried out surveys with 56 complainants of anti-social behaviour regarding the service they received.

We have **supported 122 victims/survivors** of domestic abuse through Stevenage Against Domestic Abuse (SADA). Since June 2016

The No More Drugs, Alcohol & Offender Service was nominated for a national award and attended an awards ceremony on 8th November 2017.

Working Co-operatively – The Tower Block Action Plan

Following complaints of drug use at The Tower Blocks during the summer months a problem solving partnership Action Plan was produced.

By working co-operatively with internal, external partners and the residents we were able to identify the property that was causing most of the issues. A number of regular surgeries were held, and residents were able to report their concerns to the Tenancy Advisor, local Police Officer, ASB Officer or the Wardens.

Since the introduction of the Action Plan and the co-operatively working reports of drug use in the area has ceased, and the property closed under a Closure Order.

Surgeries and street meets are continuing in the area and are principally around increasing reassurance and gathering any further intelligence from the residents of the Tower Blocks.

During the surgeries and street meets officers visit and leave questionnaires at addresses with no response.

Objective two – Reduce crime and disorder including criminal damage

What will we do?

We will use our partnership powers to deter and reduce all types of crime. We aim to disrupt and shut-down criminal individuals and groups who negatively impact on our communities, including those involved with drug dealing, child sexual exploitation (CSE) and serious organised crime (SOC). We will take a multi-agency approach to these crimes, appropriate to the level of threat.

We will manage persistent offenders, ensuring that appropriate interventions are provided to them and help them to access local services in order to prevent reoffending. We will deter potential offenders from entering the criminal justice system and support restorative justice (RJ), to ensure that criminals take responsibility for the harm caused to victims and the community.

We will monitor crime data for increases and emerging patterns. This will allow us to target specific locations and individuals, and coordinate appropriate preventative or enforcement action.

We will build relationships with health related agencies such as Lister Hospital, Mental Health services and local GPs, in order to help them identify the correlations between crime and health and allow all agencies to undertake their statutory duties effectively.

We will monitor our performance using these measures:

- **Rate of all crime**
- **Crime rates for burglary dwelling**
- **Crime rates for robbery**
- **Violent crime rate including Domestic Abuse**
- **Customer satisfaction surveys**
- **Outcomes for offenders subject to the integrated offender management (IOM) programme and SBC's No More Service.**

What have we been doing?

<p>Information Sharing</p> <p>We have devised partnership Action Plans to help tackle hot spots areas of anti-social behaviour. The Action Plan provides an excellent way of building up intelligence, and preventing situations from becoming more serious. We have used the professionals meeting and the Action Plans to identify vulnerable people quickly, and use our partnership networks to work co-operatively with partner agencies and the community</p>	<p>Co-operative Working</p> <p>We have been actively encouraging cross - boundary working with other housing providers and local authorities. We have carried out training with North Herts, East Herts and Stevenage Football Foundation. PREVENT (Counter Terrorism and Security Act 2015) training has been carried out internally and offered to partners agencies. A public meeting was held at SBC by Trading Standards on Scams and Fraud</p>	<p>Volunteering and work experience</p> <p>Community Safety has a number of various roles which have been undertaken by volunteers including, being a resident inspector, a member of the ASB Forum or the SADA Domestic Abuse Forum</p>
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Information sharing has been instrumental to tackling crime, disorder and ASB in our town.

We have created a SoSafe partnership child sexual exploitation/modern slavery action plan in January 2018 following a Police priority setting meeting on December 4th 2017.

We are empowering volunteers to be part of the SoSafe partnership and represent us at events.

Being a Volunteer – What it means to be a volunteer

Being a volunteer and a member of the ASB Forum has meant that I get more of an insight into what is happening in my town. I have been part of the forum for a number of years after being involved in an ASB case. As a group we review the ASB in the town and work with the team to find solutions to stop nuisance. It is important that the residents have a say in what happens and that we feel empowered to be involved in developing the service and reviewing its policies and procedures. As a member we have attended various events and even visited the local courts to hear how cases are heard. This has given the group even more knowledge on how cases are processed and the other agencies that are involved. Members of the forum are from many different backgrounds and ages, this means we can look at things from different people's perspectives.

Objective three – Protect and safeguard vulnerable people

What will we do?

We will continue to raise awareness, informing the public about how and where they can report domestic abuse; empowering victims to come forward and seek advice from our dedicated Stevenage Against Domestic Abuse (SADA) Team and the volunteers from the SADA Forum.

The SADA Working Group has been encouraging organisations to have a consistent approach to domestic abuse through training and attendance at the various SADA led groups. SADA has a multi-agency approach to tackling domestic abuse, focusing on the importance of having the appropriate measures in place to stop escalation by working with medium, standard or low-level cases.

Work has also been focused around changing the behaviours of perpetrators, either by working with partners including the Change Project which provides appropriate rehabilitative support. The No More Service which offers 1-1 support and focuses on offenders that may also have drug and alcohol problems, working closely with Families First and the For Baby's Sake team.

As an organisation, safeguarding is an essential part of our day- to-day role. We refer people to the Single Point of Access for support when they are in crisis including self-harm and suicide, request Welfare checks from the Police when we are concerned for their safety as well as hold emergency professionals meetings to create a multi-agency action plan. The Community Safety team have 5 Designated Safeguarding Officers, 1 Strategic Safeguarding Officer and 1 Family Intervention Worker. Co-operative working in this area has helped us to use the whole family approach to help sustain tenancies, get people back into training or work, improve school attendance and manage behaviour at home.



The Multiple Needs Working Group allows partner agencies to refer vulnerable clients, or cases with safeguarding concerns to a panel of partner agencies from areas such as Mental Health, Families First, the Police, CAB, Probation, Housing, Adult Care Services, Children Services and Supporting Herts. The panel share information and look for ways to support the referee.

We will monitor our performance using these measures:

- Rates of domestic abuse
- Outcomes for clients referred to Herts Change perpetrator programme and the No more Service
- Outcomes for clients referred to the SADA Domestic Abuse Panel, referred to the service for support, crisis intervention and referrals to the Safe Space
- Monitoring outcomes of any domestic homicide reviews (DHR), especially in relation to the CAADA (Coordinated Action Against Domestic Abuse) DASH (Domestic Abuse, Stalking & Honour Based Violence) risk assessment and its use by partners.

What have we been doing?

<p>Stevenage Against Domestic Abuse (SADA) Following the introduction of the service in 2012, SADA has completed some ground breaking work including the introduction of a domestic abuse forum managed, by survivors of domestic abuse in Stevenage and a SADA Panel meeting which discusses medium, standard and low-risk cases of domestic abuse with partner agencies. The SADA strategy, which was collated by the partners of SADA working group, is supported by a local and county-wide Action Plan (appendix Two).</p>	<p>For Baby's Sake For Baby's Sake is a programme for expectant parents, whether they are together as a couple or not, who want to bring an end to domestic abuse and create the best possible start in life for their baby. They also help both mums and dads to create a positive future for their baby and any other children in the family.</p>	<p>Herts Change We have secured the Change Project for Stevenage for a further twelve months and have clients from the No More Service that are due to commence training to help deliver the programme. Referrals from agencies or a self – referral can be made to the programme which helps to break the cycle of offending, helping them to develop a better understanding of the detrimental long-term impact that their actions have on their families.</p>
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The SADA DA panel discussed 76 medium/low cases since April 2017.

Rebecca Butterworth from Baby's sake received one of the No More community awards for the Outstanding Contribution to the Community Award in December 2017.

The Herts change project runs weekly in Stevenage and funding has been applied to continue until March 2019.

Stevenage Against Domestic Abuse – “The Safe Space”

Stevenage Against Domestic Abuse set up the fully equipped flat where victims can rest and seek advice and help while they work out how to go forward with their lives.

One of the first women to use the flat told the Comet her story:

She said: “I was referred through work because I had concerns about a family member with mental health problems.

“The police were involved and it got to the point where it felt unsafe in the property.

“Having that bit of time out gave me a chance to get out of the situation with my daughter and get my own thoughts together without fear of violence.

“SADA talked to me about the problems I had and showed me to the flat.

“It gives you that place to go when there is nowhere else.

“You can get a decent night’s sleep and feel safe.

“My situation has now improved with the support of other services

“SADA are still there if I need them. It’s a lot better knowing there is someone there to talk to if something happens.

“The staff were very helpful and the flat was absolutely brilliant, a really lovely place where you can have a break from things.”

Objective Four - Tackle Anti-Social Behaviour (ASB) Co-operatively with partners

What will we do?

We will communicate with our partners and share information; we will act early and prevent problems from escalating, taking the proportionate enforcement action where problems persist. We will target hotspot areas and repeat offenders of all ages, working co-operatively with partners to divert young people away from anti-social behaviour. As a partnership we will support positive activities away from hot spot areas and encourage our youth ambassadors to get involved in problem solving, encouraging new ideas for diverting young people away from causing a nuisance in the community.

As part of the Families First initiative we, support the needs of the whole family; this could include working with schools, local police, Youth Offending Team, YC in Herts, Children Services, this is necessary to address bad behaviour and supporting positive activities instead. As a partnership we support the whole families and those individuals whose behaviour affects the wider community.

We will tackle alcohol and drug fuelled ASB, making full use of our ASB tools and powers such as Community Protection Notices, Property Closure Orders and Fixed Penalty Notices. Within the Community Safety Team, there are 5 police accredited officers who have the designated power to issue notices. SBC also has 3 accredited neighbourhood wardens and an Environmental Enforcement Officer.

We will plan at the Joint Action Group with our SoSafe partners specific operations around seasonal fluctuations in ASB, especially around Halloween, Bonfire Night and the summer holidays; utilising multi agency bicycle patrols and high visibility partnership patrols.

We will use our powers to enforce against environmental crime offenders, including on the spot penalty notices, and will proactively investigate and prosecute perpetrators of fly tipping.

We are currently updating our mobile CCTV cameras which the partnership has available to help with stopping and prosecuting offenders that are causing ASB, committing crime, or fly tipping in our town.

We will monitor our performance using these measures:

- **rates of ASB incidents**
- **rates of criminal damage**
- **rates of deliberate fire**
- **customer satisfaction surveys and consultation**



What have we been doing?

PSPO Public Spaces Prevention Order Stevenage's PSPO came into force on the 15 August 2016. The PSPO replaced Existing Designated Public Place Orders (DPPOs) in Bedwell/Town Centre and The Hyde (Shephall), with the addition of zoned areas around The Oval (Pin Green) and the Old Town High Street. These areas were identified by partners from SoSafe as problematic areas for anti-social behaviour in Stevenage.	Family Intervention (Families First) Within the team is a FIP worker who is part-funded by SBC and Families First. The worker supports families, some that may be at risk of losing their homes because of ASB, rent arrears, or other circumstances. The Key worker, coordinate a unique team of individuals to work closely with all members of the family. The positive impact on the community, due to this intervention, can be significant. Family members feel empowered and some have gained training, sustained their tenancies and found work.	The Youth Ambassadors Project The youth ambassadors were interviewed and recruited from North Herts College and John Henry Newman School, they will help to promote information and offer advice on how to report crime and increase feelings of safety for residents and visitors to Stevenage. Following their training they are able to give tailored information for people with complex needs.
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Partnership events take place every quarter in the designated PSPO areas. We have held events every quarter since 15th August 2016.

The Family Intervention worker is co-funded by Families First and Hertfordshire County Council. The pilot project started in 2009 and is now co-funded until 2020.

The ambassadors are running their first event on 21st February 2018.

Intensive Family Support – Sustaining tenancies

This tenant was originally known to the ASB team due to nuisance in the area where she resided. The nuisance caused a problem in the street, with parties in the garden, friends shouting, loud music, dog nuisance and visits from the police concerning her partner at the time. The residents in the street made visits to the council offices and the local police to lodge complaints on a daily basis. Initially we worked with the police and the residents to gather evidence for the case and the tenant was served with an Acceptable Behaviour Agreement and a Notice of Seeking Possession. The tenant attended meetings on a weekly basis with the ASB Team and family Intervention worker; we put in strategies to help her manage her tenancy and helped her to put in boundaries for her son and stopping her ex-partner and friends from causing a nuisance. The tenant has worked hard to implement the strict guidelines and began to meet her goals; the nuisance complaints slowed down and eventually stopped.

The tenant has made positive changes to turn her life around and has been attending a 6 week parenting programme; she has attended all of her appointments with her support worker from the family intervention and has taken responsibility for her own actions, by working with all the agencies including the police and the school.

Objective Five – Break the cycle of substance misuse and offending.

We will continue to support people to break the cycle by putting practical solutions in place to tackle issues that cause or exacerbate substance misuse or offending. By the No More Service (NMS) helping clients to do this, we will reduce the impact of drugs, alcohol and crime have on the individual and the community. We work alongside enforcement agencies to take a collaborative approach to stop reoffending, through deterrents and reintegration to the community, including attending Prolific and Priority Offender meetings and MAPPA meetings (Multi-Agency Public Protection Arrangements). The ethos of the No More Service is by improving the person's self-worth and helping them to earn something positive such as housing or a role in the community, this will enable and motivate them to break the cycle of crime or substance use.

We will publicise the work and successes of the Service to other agencies, in order to increase knowledge of the service and number of referrals. We produce an annual report on the service, demonstrating the humanistic impact of the service to the community and case studies from clients to show the improvement to their own lives. We also calculate the predicted saving to services including the Council, Police, Probation and HFRS. We are going to be calculating the predicted saving to the NHS, Children's services, prison and the courts. We continue to apply for funding to be able to continue to provide the service, as we demonstrate the cost effectiveness of assisting people to make sustainable changes to their lifestyle, rather than short term solutions to manage their risk.

We will continue to seek innovative approaches to reduce the harm of drugs and alcohol on the community. This includes looking into the application of the initiatives to reduce the availability of cheap, high strength alcohol. We will continue to support clients to overcome the barriers created by crime and substance use, including pathways out of homelessness,

We will monitor our performance using these measures:

- Assessing the reduction in risk to the individual and the community
- Calculating the predicted cost saving made to the public by engaging clients
- Number of referrals and agencies providing these.

What have we been doing?

Engaging people

We continue to adapt our practices to meet and engage hard to reach clients, that may have 'fallen through the net' or been deemed as 'entrenched and unchanging'. We meet with people whilst in prison, so they can set their goals for what they want to do when they are released and understand how they can achieve these. We also offer to attend joint appointments with other professionals they are already working with. We also offer same day appointments to people, so they can get access to help as soon as possible, once they have decided they want to make a change to their life.

Celebrate client success

NMS hosted the community awards ceremony in December 2017 which celebrated the success and achievements of our clients. This included some of our clients who have gone onto start volunteering, abstained/reduced their drug and alcohol use and a prolific burglar who hasn't been arrested for almost two years.

Develop innovative approaches

By listening to our client's needs, we aim to develop new ways of engaging them to overcome barriers.

The stick with us project encourage clients to express their goals and life experiences by making collages within a group setting.

475% increase in No More referrals from September 2012 – August 2013 to April 2016 – March 2017

£129,863.11 is the predicted saving to SBC, Police and HFRS for the clients referred for intensive support between April 2016-March 2017.

96% of clients sustained housing or gained housing after being of no fixed abode.

88% of clients have no ASB case following closure from NMS.

No More Service – Sustaining Change

In May 2014, I was still on a methadone programme with CRi, using as much heroin as I could get hold of on top of this and I had to move out of my partner's Council flat. At this point I was referred to the No More Project.

I had previously thought about following my partner when she passed away, especially when I was faced with being made homeless again (having given up my room to move in to become my partner's carer). However, my No More support worker helped me by looking at all my options to prevent this from happening and I was able to move into my own council flat.

My support worker never lost their temper, was pig stubborn, understood my grieving and was always there when I needed them. They spent time to explain things, in terms I could understand, like explaining letters I got sent from the Council and other agencies. When they said they were going to do something, they would make the time to actually do it. They came back to help me even when I got annoyed. Whilst working on the No More Project it was the first time I had seen two agencies speak to each other, it had previously taken me ages to get the GP to speak to Cri but it only took my support worker ten minutes.

I have not used heroin since October 2014, since working with the Project. I finished my methadone programme in November 2015 and I have no desire to use drugs.

I still get texts from dealers but I just ignore them. I have completed grief counselling and I am taking my anti-depressants. Stopping heroin and methadone was easier to cope with than dealing with the pains of everyday life that came back once I stopped using drugs. My flat has no rent arrears and has had no reports of anti-social behaviour since I moved in. I have plans for the future and want to get a motorbike so I can visit my boys, as I have a good relationship with them now.

Appendix

- No More review report
- Domestic abuse strategy
- Our Achievements

List of acronyms

ASB	Anti-social Behaviour
A&E	Accident & Emergency
BeNCH CRC	Bedfordshire, Norfolk, Cambridge and Hertfordshire Community Rehabilitation Company (formerly Hertfordshire Probation)
BME	Black and minority ethnic
YC in Herts	Youth provision in Stevenage
CAADA DASH	Coordinated Action Against Domestic Abuse: domestic abuse, stalking and honour based violence (risk assessment tool)
CCSU	County Community Safety Unit
CCTV	Closed Circuit Television
Class A drugs	Heroin, methadone, cocaine, crack, ecstasy, LSD and amphetamines
CPS	Crown Prosecution Service
CSE	Child Sexual Exploitation
CSP	Community Safety Partnership
DA	Domestic Abuse
SADA	Stevenage Against Domestic Abuse
DHR	Domestic Homicide Review
E&NH CCG	East & North Herts Clinical Commissioning Group
FIP	Family Intervention Project
HBV	Honour Based Violence
HCC	Herts County Council
Herts Change	Domestic abuse perpetrator rehabilitation programme
HFRS	Herts Fire and Rescue Service
IOM	Integrated Offender Management
JAG	Joint Action Group
LGBT	Lesbian, Gay, Bisexual and Transgender
LIFE	Local Intervention Fire Education

LSP	Local Strategic Partnership
NMS	No More Service
NPS	New Psychoactive Substances
NTE	Night Time Economy
OPCC	Office of the Police and Crime Commissioner
OWL	Online Watch Liaison
PCC	Police and Crime Commissioner
PCSO	Police Community Support Officer
RAG	Responsible Authorities Group
RJ	Restorative Justice
SADA	Stevenage Against Domestic Abuse
SARA	Scanning, analysis, response and assessment
SBC	Stevenage Borough Council
SMART	Specific, measurable, attainable, realistic, timely
SNT	Safer Neighbourhood Team
SOC	Serious Organised Crime
SoSafe	Stevenage community safety partnership
SoStevenage	Stevenage local strategic partnership